UNLOCK HEALTH CARE IN NYC

NYC CARE Member Handbook

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NYC HEALTH+ HOSPITALS | NYC CARE

Our Fellow Vil Nouyòk:

In our city, we recognize health care is a human right. Now, we are putting our values into practice. Thanks to NYC Care and the hardworking professionals at NYC Health + Hospitals, every Vil Nouyòk – regardless of where they were born or how much money they have – is guaranteed the right to quality, affordable health care. That includes YOU.

With NYC Care, you will have your own regular doctor who you know and receive your health care from. You will get the kinds of services you need, including OB-GYN, pediatric care and mental health care. You will have the ability to stay healthy and to take care of any health issues early and effectively. And all services will be provided at a price you can afford.

This handbook describes the comprehensive benefits and services you receive as a member of NYC Care. For more information, call 1-646-NYC-CARE at any time of day or night, or visit our website at **nyccare.nyc**.

Our message is simple: Get your NYC Care card and schedule an appointment with your new doctor. Don't wait. Get the health care you need, when you need it. That's your right as a Vil Nouyòk!

Dr. Mitchell Katz
President and CEO
NYC Health + Hospitals

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ABOUT THIS HANDBOOK

This handbook is your guide to NYC Care. In it, you will find helpful information about your membership and how the program works. Please read it before going to the first appointment with your primary care provider.

ABOUT NYC CARE

NYC Care is the key to the City's health care that guarantees access to medical services offered by NYC Health + Hospitals to Vil Nouyòks who do not qualify for health insurance or cannot afford health insurance.

NYC Care helps you stay healthy with access to regular, preventive care. Through this program, you can:

- Choose a primary care provider, who will learn about your medical history and health goals. You do not have to wait until you are sick to get care.
- Get a unique membership card to access health care. Your card shows the fees you can expect to pay for services.
- Call our NYC Care Contact Center, available 24/7, when you need help. In case of emergency, always call 911.
- Get access 24/7 to low-cost prescription medication, including off-hour pickups for regular refills. You can also get refills overnight when needed.

WHERE CAN I USE NYC CARE?

NYC Care offers a network of providers only at NYC Health + Hospitals facilities. Find a list of fees to get services at these sites on your card.

You may get a higher bill if you receive emergency care, are hospitalized or visit providers out of network or outside New York City.

For a list of NYC Health + Hospitals locations where you can use NYC Care, call the NYC Care Contact Center or visit **nyccare.nyc**

Important: People who are eligible for Medicaid, Medicare, the Essential Plan or a Qualified Health Plan (QHP) available through the Affordable Care Act (ACA) should enroll in the insurance plan available to them.

If you have health insurance now, do NOT drop it. Insurance provides more choices and options to meet your health care needs.

How much does it cost to participate

Since NYC Care is not health insurance, there are no membership fees, monthly fees or premiums. Your cost to receive health care is based on a sliding-scale fee per service (see page 12).

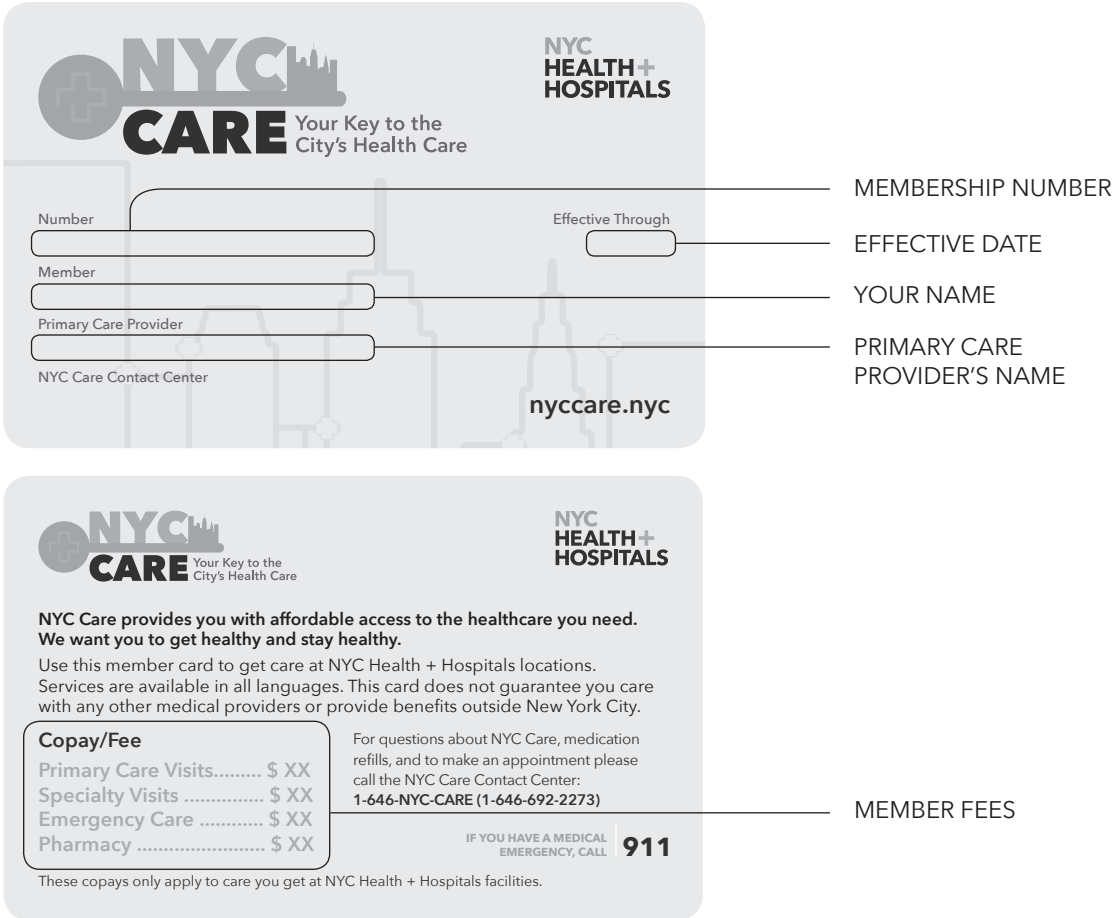
How to renew your membership

NYC Care will have a financial counselor at NYC Health + Hospitals screen you every 12 months. The screening will show if you are eligible for insurance. If not, the financial counselor will help you renew your NYC Care membership.

YOUR MEMBERSHIP CARD

You will get a membership card in the mail. Carry this card always but especially when:

- Visiting your primary care provider
- Getting any health care services at NYC Health + Hospitals facilities



The card shown is a sample of the front and back of an NYC Care membership card.

Your card is unique to you and shows your fees for health care services.

How to replace your membership card

If you lose your membership card, call the NYC Care Contact Center at 1-646-NYC-CARE (1-646-692-2273) to order a new one. Customer Service is available 24/7.



YOUR PRIMARY CARE PROVIDER

Your primary care provider will coordinate your health care and connect you with other services you need. Your provider can be a doctor, nurse practitioner or physician assistant. Their most important job is to help you avoid getting sick. This is called preventive care (examples are routine health screenings and vaccinations). Getting it regularly makes needing emergency care less likely.

How to choose your primary care provider

For the best preventive care, NYC Care encourages you to choose a primary care provider that you can trust. This will make sharing your medical and lifestyle information easier. You will work together to begin, or continue, a health routine that includes diet, weight control and exercise.

The NYC Care Contact Center helped you choose a primary care provider when you enrolled. If you have not chosen or want to change your primary care provider, you can call the NYC Care Contact Center. It is important that you feel comfortable with your choice.

YOUR HEALTH CARE SERVICES

As a member of NYC Care, you have access to many health services. Your primary care provider will help coordinate them, including medication. All specialty services (like Cardiology or Podiatry) need a referral from your primary care provider – except Women's Health.

Some of the health care services available to you are:

Primary and Preventive Care

Your primary care provider treats routine physical conditions, such as high blood pressure and pain. They can give routine vaccinations and screenings, like mammograms and colonoscopies. They also test for and help you manage chronic disease.

Your primary care provider leads your health care team. It may include nurses, medical assistants, social workers, pharmacists, nutritionists and assistants. They can all help you ask for referrals or make appointments.

Generally, if you are healthy, you only need to visit your primary care provider once a year. (Patients with chronic disease need visits more often.)

However, you can visit your primary care provider whenever you have a health concern. For urgent services, the NYC Care Contact Center can make same-day appointments 24/7.

Specialty Care

Your primary care provider works closely with specialists and can help decide if you need their services. Examples of specialty care services are:

- Cardiology
- Rheumatology
- Orthopedics
- Podiatry
- Bariatrics
- Gastroenterology
- General Surgery
- Ear, Nose and Throat (ENT)
- Psychiatry

Behavioral Health and Substance Use

Besides your physical health, NYC Care knows that mental and behavioral health is also important. Your primary care provider is here to support you if you are going through a long period of sadness, stress, nightmares or anxiety

or are using tobacco, alcohol or other drugs. Your provider can refer you to the right mental and behavioral health specialist, like a social worker, therapist or psychiatrist.

Women's Health

NYC Care members get Women's Health services like Obstetrics and Gynecology, family planning, sexually transmitted infection testing and more.

IMPORTANT

You do not need a referral from a primary care provider to make an appointment with a Women's Health provider.

Medications

NYC Care members get low-cost prescription medication and pharmacy access 24/7. Remember to read the information on your medication to learn when and how to take it.

You can get refills for some medication. There are three ways to ask for refills:

1. Go to the pharmacy at any NYC Health + Hospitals facility and ask them to call your primary care provider.
2. If you have a MyChart account, log on and ask for a refill.
3. Call the NYC Care Contact Center at 1-646-NYC-CARE (1-646-692-2273).

Vision

Our ophthalmologists (eye doctors) can examine your eyes and give you eyeglass prescriptions. Get a referral from your primary care provider.

Support Services

Where and how you live may affect your physical, mental and behavioral health. NYC Care knows this, so it offers support services. The social workers in your health care team can connect you with free housing, legal, financial, food and nutrition help. Speak with your primary care provider about the social support that NYC Care offers.

Health care services not covered

NYC Care does not cover these services, but you may be able to get them at NYC Health + Hospitals:

- Cosmetic procedures – unless you need them for a medical reason
- Dental services – available to NYC Care members and other uninsured patients through NYC H+H Options (a free or discount payment plan to make health care services affordable)
- Skilled nursing or long-term acute care
- Emergency care and hospital stays – Emergency Medicaid may cover these services

HOW TO GET AND MANAGE YOUR CARE

How to make your appointments

When you enrolled, the NYC Care Contact Center should have booked your first primary care visit. This appointment should be within two weeks of enrollment.

If you do not have your first primary care appointment yet, call the 24-hour NYC Care Contact Center at 1-646-NYC-CARE (1-646-692-2273). There are no walk-in hours for routine visits, so you will need to make an appointment to see your provider. The NYC Care Contact Center can help if you need to make an appointment urgently.

IMPORTANT

If you need to change or cancel an appointment, please call the NYC Care Contact Center as soon as possible. This allows another patient to use the appointment time.

You can make all appointments with your primary care provider, Women's Health care provider or referred specialists by calling the NYC Care Contact Center or visiting MyChart (see next page).

When scheduling an appointment, please give:

- Your name
- The name of your primary care provider
- Your NYC Care membership number, located on the front of your membership card

Always bring your membership card to all NYC Care appointments.

About MyChart online

MyChart is a free, easy and secure tool to view and manage your health information online any time. Access your medical record portal through the MyChart mobile app or website to:

- Ask for appointments with your primary care provider, Women's Health provider and referred specialists
- Get medication refills
- Review your lab results and visit notes
- Message your primary care provider and health care team
- Providers may also message you about your health care — saving you time and money because you do not have to come in person

To set up your MyChart account, there are two options:

1. Talk to a member of your health care team. You will then get an invite in your email to create an account.
2. Sign up on **mychart.nychealthandhospitals.org**

MyChart is a tool for your convenience, available in English, Spanish and French. You do not have to use MyChart to participate in NYC Care.

Get ready for your first appointment

To get the best care, your primary care provider needs to know your medical history and health goals.

Please bring the following to your first appointment:

- All of your prescription and over-the-counter medication (such as pills, injections, inhalers, herbs, supplements, etc.)
- Your filled-out Adult Initial Health History Form (you got this in the mail with your membership card)
- Your medical records (especially vaccination record, colonoscopy or mammogram reports and Pap smear results, etc.)
- Advance directive or health care proxy form
- Questions about your health or medication

BILLING AND FEES

NYC Care health services are available at a discount rate based on your household size and income. Find a list of fees for common services on the back of your NYC Care membership card or in the chart on the next page.

If your household income is greater than the limit for the household size in the chart, your bill will be based on the self-pay rate for the care received. Payment plans may be available.

How to pay

NYC Care encourages you to pay your fees at the time you get health care services. You can pay with cash, credit card or debit card. If you cannot pay then, NYC Care will mail the bill to your home.

If you get a bill you cannot pay, call the NYC Care Contact Center to discuss your options.

Important: When you enroll in NYC Care, discounts based on your household size and income may be applied to prior NYC Health + Hospitals bills.

POLICIES AND PROCEDURES

Patients' Bill of Rights

As a patient in a hospital in New York State, you have the right, consistent with law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age or source of payment.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions and functions of any hospital staff involved in

YOUR COST TO ACCESS CARE

Step 1

Find your household size (please include all adults and children who live with you).

Step 2

Find your household income (the amount that you get paid in a year) in one of the levels.

Step 3

Follow the column down to the bottom of the chart to see how much you can expect to pay based on your household size and income for clinic visits, emergency room visits, hospital stays and more.

Federal Poverty Levels	100% FPL	101 - 125% FPL		126 - 150% FPL		151 - 200% FPL		201 - 250% FPL		251 - 300% FPL		301 - 350% FPL		351 - 500% FPL	
Household Size	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than	More than	Less than
1	$12,490	$12,491	$15,613	$15,614	$18,735	$18,736	$24,980	$24,981	$31,225	$31,226	$37,470	$37,471	$43,715	$43,716	$62,450
2	$16,910	$16,911	$21,138	$21,139	$25,365	$25,366	$33,820	$33,821	$42,275	$42,276	$50,730	$50,731	$59,185	$59,186	$84,550
3	$21,330	$21,331	$26,663	$26,664	$31,995	$31,996	$42,660	$42,661	$53,325	$53,326	$63,990	$63,991	$74,655	$74,656	$106,650
4	$25,750	$25,751	$32,188	$32,189	$38,625	$38,626	$51,500	$51,501	$64,375	$64,376	$77,250	$77,251	$90,125	$90,126	$128,750
5	$30,170	$30,171	$37,713	$37,714	$45,255	$45,256	$60,340	$60,341	$75,425	$75,426	$90,510	$90,511	$105,595	$105,596	$150,850
6	$34,590	$34,591	$43,238	$43,239	$51,885	$51,886	$69,180	$69,181	$86,475	$86,476	$103,770	$103,771	$121,065	$121,066	$172,950
7	$39,010	$39,011	$48,763	$48,764	$58,515	$58,516	$78,020	$78,021	$97,525	$97,526	$117,030	$117,031	$136,535	$136,536	$195,050

Clinic Visit for Adult	$0	$2	$3	$20	$30	$40	$50	$50
Clinic Visit for Child or Pregnant Woman	$0	$0	$0	$20	$30	$40	$50	$50
Behavioral Health Clinic Visit	$0	$0	$0	$15	$30	$40	$50	$50
Emergency Room Visit for Adult	$0	$3	$3	$75	$80	$100	$120	$120
Emergency Room Visit for Child or Pregnant Woman	$0	$0	$0	$75	$80	$100	$120	$120
Prescription Drugs (fee per prescription)	$2	$2	$2	$6	$10	$14	$18	$18
Ambulatory Surgery or MRI Testing	$0	$15	$25	$150	$300	$450	$550	$650
Inpatient Hospital Stay*	$0	$25	$25	$150	$400	$900	$1500	$1500
Co-pays and Deductibles	$0	$0	$0	$0	$10	$12	$18	$22

Fees for patients with household income that is more than the above will be charged based on the NYC Health + Hospitals Selfpay rate.
*Additional fees may be charged if savings are more than $8,000

your care and refuse their treatment, examination or observation.

7. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."
11. Refuse treatment and be told what effect this may have on your health.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge and obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of all charges.
17. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
18. Challenge an unexpected bill through the Independent Dispute Resolution process.
19. Complain without fear of reprisals about the care and services you are

receiving and to have the hospital respond to you (and if you request it, a written response). If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.

20. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

21. Make known your wishes in regard to anatomical gifts. Persons 16 years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the New York State Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card or other signed paper). The health care proxy is available from the hospital.

Public Health Law (PHL) 2803 (1)(g) Patient's Rights, 10NYCRR, 405.7,405.7(a)(1), 405.7(c)

In addition, NYC Health + Hospitals is committed to compliance with the New York City Human Rights Law that states it is unlawful to discriminate on the basis of actual or perceived sex, including a person's "gender identity, self-image, appearance, behavior or expression," whether or not different from "that traditionally associated with the legal sex assigned to that person at birth."

Administrative Code of the City of New York Title 8

How to submit feedback to NYC Care

We want your visit to NYC Health + Hospitals facilities to be pleasant and safe. NYC Care welcomes the opportunity to address your concerns. Please call the NYC Care Contact Center or visit our website: **nychealthandhospitals.org/patient-guest-relations**

Confidentiality of information

All information about your care and treatment is kept confidential in accordance with the law. For more information about our Patient Confidentiality & Privacy notice, please visit our website at: **nychealthandhospitals.org/patient-privacy-notice**

ABOUT NYC HEALTH + HOSPITALS

- NYC Health + Hospitals is the largest public health care system in the United States. We provide essential in-patient, out-patient and home-based services to more than 1 million Vil Nouyòks every year in more than 70 locations across the city's five boroughs.
- Our 11 acute care hospitals provide top-ranked trauma care, dozens of in-patient specialties and mental health services – making communities healthy through a robust network of hospital-based primary care services for children and adults. Our hospitals have earned numerous special designations for quality and culturally responsive care including LGBTQ Healthcare Equity Leader, Baby Friendly, Safe Sleep and top ranks by U.S. News and World Report.
- Our diverse workforce is uniquely focused on empowering Vil Nouyòks, without exception, to live their healthiest life possible.

NYC HEALTH + HOSPITALS MISSION AND VALUES

NYC Health + Hospitals is committed to excellence in health care. Our providers work together to provide comprehensive, personalized care to all Vil Nouyòks.

Mission

NYC Health + Hospitals' mission is to deliver high-quality health services with compassion, dignity and respect to all, without exception.

Vision

NYC Health + Hospitals' vision is to be a fully integrated health system that enables Vil Nouyòks to live their healthiest lives.

Our Values

NYC Health + Hospitals has established the ICARE standards for all our staff. It will help us offer our patients a better experience when under our care and will increase staff awareness to become better engaged with the mission and vision of the organization.

Integrity. Keep Everyone Safe
Compassion. Keep Patients First
Accountability. Manage Resources
Respect. Work Together
Excellence. Pursue Excellence. Keep Learning

DEVEWOUYE SWEN SANTE NAN NYC

NYC CARE Gid pou Manm

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NYC HEALTH+ HOSPITALS | NYC CARE

Kamarad Vil Nouyòk Nou yo:

Nan vil nou an, nou rekonèt swen sante se yon dwa moun. Kounya, n ap mete valè nou an pratik. Gras ak NYC Care ak pwofesyonèl k ap travay nan NYC Health + Hospitals, chak Vil Nouyòk – kèlkeswa kote yo te fèt osinon kantite lajan yo genyen – gen garanti pou li jwenn bon kalite swen sante ki bon mache. Sa ki enkli OU MENM.

Avèk NYC Care, w ap genyen pwòp doktè regilye pa w ke w konnen epi w ap resevwa swen sante nan men l. W ap jwenn kalite sèvis ou bezwen yo, ki gen ladan l OB-GYN, swen pedyatrik ak swen sante mantal. W ap gen posiblite pou w rete an bòn sante ak rezoud nenpòt pwoblèm sante byen bonè ak efikasite. Epi tout sèvis yo ap bay nan yon pri ki abòdab.

Gid sa a dekri avantaj ak sèvis konplè ke w resevwa kòm yon manm nan NYC Care. Pou plis enfòmasyon, rele 1-646-NYC-CARE, nan nenpòt kilè nan jounen osinon lannwit, oswa vizite sitwèb nou sou **nyccare.nyc**.

Mesaj nou an senp: Pran kat NYC Care ou a epi pwograme randevou avèk nouvo doktè w la. Pa tann. Jwenn swen sante w bezwen an, nan lè w bezwen l lan. Sa se dwa w antanke yon Vil Nouyòk!

Dr. Mitchell Katz
Prezidan ak Direktè Jeneral
NYC Health + Hospitals

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KONSÈNAN GID SA A

Tiliv sa a se gid ou nan NYC Care. Ladan l, w ap jwenn enfòmasyon ki itil konsènan apatenans ou ak kòman pwogram nan travay. Tanpri li l anvan w ale nan premye randevou avèk founisè swen prensipal ou a.

KONSÈNAN NYC CARE

NYC Care, se kle nan swen sante Vil la ki garanti aksè nan sèvis medikal ke NYC Health + Hospitals ofri ak abitan Vil Nouyòk yo ki pa kalifye pou asirans sante osinon ki pa ka peye asirans sante.

NYC Care ede w rete an sante avèk aksè nan swen prevantif regilyèman. Atravè pwogram sa, ou kapab:

- Chwazi yon founisè swen prensipal, ki pral aprann sou antesedan medikal ou ak objektif sante w yo. Ou pa bezwen tann se lè w malad pou w jwenn swen.
- Jwenn yon kat manm ki pa gen parèy li pou w jwenn aksè nan swen sante. Kat ou a montre w frè ou ka atann pou w peye pou sèvis yo.
- Rele Sant Apèl NYC Care nou an, ki disponib 24 sou 24 / 7 jou sou 7, lè w bezwen èd. Nan ka ijans, toujou rele 911.
- Jwenn aksè 24 sou 24 / 7 jou sou 7 ak preskripsyon medikaman ki pa chè, sa ki gen ladan l renouvèlman preskripsyon regilye yo nan lè biwo fèmen. Ou kapab tou jwenn rechaj nan lannwit lè sa nesesè.

KI KOTE M KA ITILIZE NYC CARE?

NYC Care ofri yon rezo founisè sèlman nan etablisman NYC Health + Hospitals yo. Jwenn yon lis frè pou w jwenn sèvis nan sit sa yo sou kat ou a.

Ou ka jwenn yon bòdwo ki pi wo si w resevwa swen ijans, ou entène nan lopital oswa vizite founisè ki pa nan rezo a oswa ki andeyò Vil New York.

Pou w jwenn yon lis adrès NYC Health + Hospitals yo kote w kapab itilize NYC Care, rele Sant Kontak NYC Care a osinon vizite **nyccare.nyc**

Enpòtan: Moun ki kalifye pou Medicaid, Medicare, Essential Plan osinon yon Plan Sante ki Kalifye (QHP) ki disponib atravè Lwa sou Swen Abòdab (ACA) dwe enskri nan plan asirans ki disponib pou yo.

Si w gen asirans sante kounya, PIGA W kite l. Asirans bay plis chwa ak opsyon pou satisfè bezwen w yo nan swen sante.

Konbyen sa koute pou patisipe?

Kòm NYC Care pa yon asirans sante, pa genyen okenn frè apatenans, frè mansyèl oswa prim. Frè pou w resevwa swen sante baze sou yon tarif degresif pou chak sèvis (verifye paj 28).

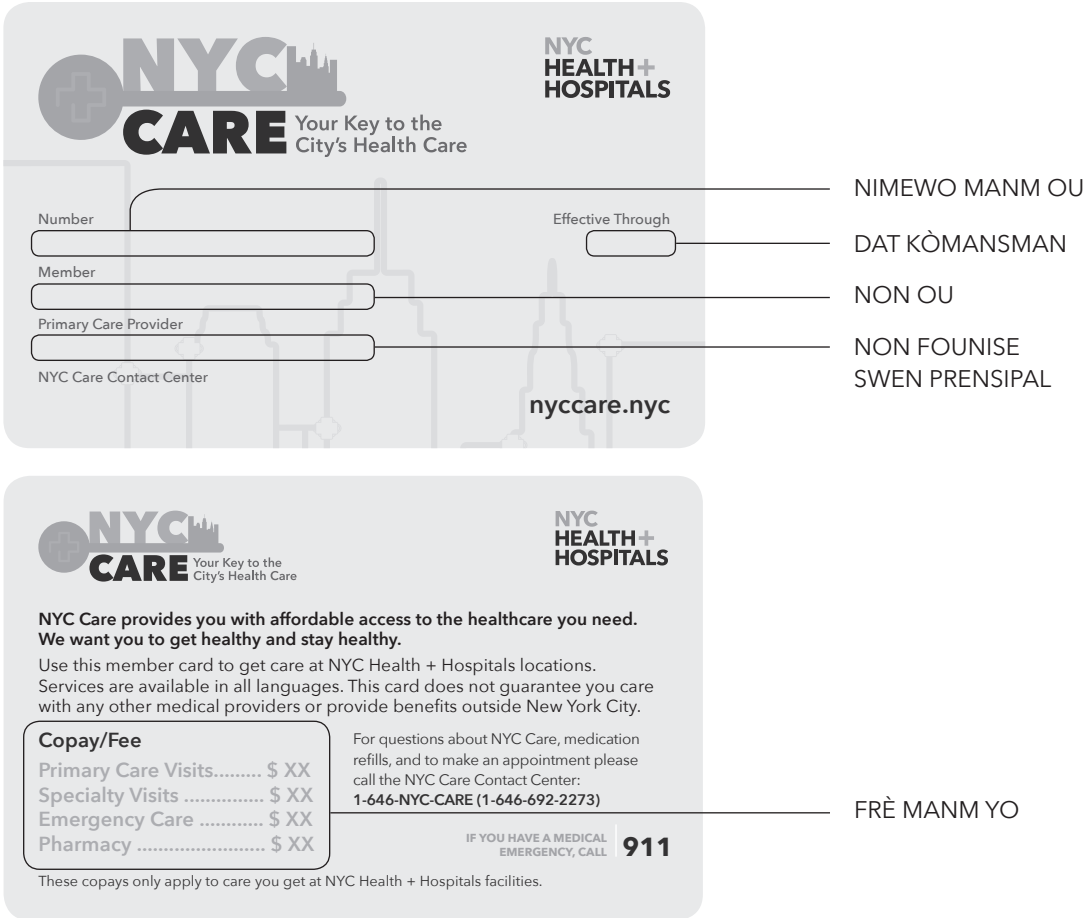
Kòman pou w renouvle apatenans ou an

NYC Care ap genyen yon konseye finansye nan NYC Health + Hospitals pou kontwole w chak 12 mwa. Egzamen an ap montre si w kalifye pou asirans. Si non, konseye finansye a ap ede w renouvle apatenans NYC Care.

KAT MANM OU A

W ap jwenn yon kat manm kourye lapòs. Toujou mache ak kat sa men espesyalman lè:

- W al nan vizit kay doktè swen prensipal ou a
- Jwenn nenpòt sèvis swen sante nan etablisman NYC Health + Hospitals yo



Kat yo montre w la se yon egzanp de devan ak dèyè kat manm NYC Care a.

Kat ou a san parèy epi montre w frè w yo pou sèvis swen sante yo.

Kòman pou w ranplase kat manm ou a

Si w pèdi kat manm ou a, rele Sant Apèl NYC Care a nan 1-646-NYC-CARE (1-646-692-2273) pou w mande yon nouvo kat. Sèvis Kliyantèl la disponib 24 sou 24 / 7 jou sou 7.

FOUNISÈ SWEN PRENSIPAL OU A



Founisè swen prensipal ou a ap kowòdone swen sante w epi mete w an kontak ak lòt sèvis ke w bezwen. Founisè w la kapab yon doktè, enfimyè praktisyen osinon asistan medikal. Travay ki pi enpòtan pou yo se ede w pou w pa malad. Sa rele swen prevantif (pa egzanp, egzamen sante pa woutin ak vaksinasyon yo). Pran l regilyèman fè ke wap gen mwens bezwen pou swen an ijans.

Kòman pou w chwazi founisè swen prensipal ou a

Pou w kapab jwenn pi bon swen prevantif, NYC Care ankouraje w pou w chwazi yon founisè swen prensipal ke w kapab fè konfyans. Sa ap pèmèt pataj enfòmasyon medikal ou ak fòm lavi w pi fasil. Ou pral travay ansanm pou kòmanse, oswa kontinye, yon woutin sante ki gen ladan l rejim, kontwòl pwa ak egzèsis.

Sant Apèl NYC Care a ede w chwazi yon founisè swen prensipal lè w enskri. Si w pa chwazi osinon vle chanje founisè swen prensipal ou a, ou kapab rele Sant Apèl NYC Care a. Li enpòtan ke w santi w alèz ak chwa w la.

SÈVIS SWEN SANTE OU A

Antanke manm nan NYC Care, ou gen aksè nan plizyè sèvis sante. Founisè swen prensipal ou a ap ede w kouwòdone yo, ki gen ladan l medikaman. Tout sèvis espesyalize yo (tankou Kadyoloji osinon Podyatri) ap bezwen yon rekòmandasyon nan men founisè swen prensipal ou a — eksepte Sante Fanm.

Kèk nan sèvis swen sante ki disponib pou yo se:

Prensipal ak Swen Prevantif

Founisè swen prensipal ou a trete kondisyon fizik woutin yo, tankou tansyon ki wo ak doulè. Yo kapab administre vaksinasyon woutin ak egzamen, tankou mamogram ak kolonoskopi yo. Yo fè tès tou pou ede w jere maladi kwonik.

Founisè swen prensipal ou a ap dirije ekip swen sante w la. Li kapab gen ladan l enfimyè, asistan medikal, travayè sosyal, famasyen, nitrisyonis ak asistan yo. Yo tout kapab ede w fè demand rekòmandasyon osinon pran randevou yo.

Jeneralman, si w an sante, w ap sèlman gen pou w vizite founisè swen prensipal ou a yon fwa chak ane. (Pasyan ki gen maladi kwonik ap bezwen ale pi souvan.)

Sepandan, w ap kapab vizite founisè swen prensipal ou a chak lè w gen yon problèm sante. Pou sèvis ijan yo, Sant Apèl NYC Care a kapab pwograme yon randevou nan menm jou a 24 sou 24 / 7 jou sou 7.

Swen Espesyalize

Founisè swen prensipal ou a travay an kolaborasyon ak espesyalis yo epi kapab ede w deside si w bezwen sèvis yo. Egzanp sèvis swen espesyalize yo se:

- Kadyoloji
- Rematoloji
- Òtopedik
- Podyatrik
- Baryatrik
- Gastroanteroloji
- Chiriji Jeneral
- Zòrèy, Nen ak Gòj (ENT)
- Sikyatri

Sante Konpòtmantal ak Itilizasyon Sibstans

Anplis sante fizik ou, NYC Care konnen ke sante mantal ak konpòtman enpòtan tou. Founisè swen prensipal ou a la pou sipòte w si w ap travèse yon peryòd tristès, estrès, move rèv osinon anksyete oswa w ap itilize tabak, alkòl, ak lòt dwòg. Founisè w la kapab refere w bay espesyalis sante mantal ak konpòtman ki apwopriye a, tankou yon travayè sosyal, terapis osinon sikyat.

Sante Fanm

Manm NYC Care yo jwenn sèvis Sante Fanm tankou Obstetrik ak Jinekoloji, planin familyal, tès sou enfeksyon ki simaye nan fè bagay ak plis ankò.

Medikaman

Manm NYC Care yo jwenn medikaman preskripsyon ki pa chè ak aksè nan famasi 24 sou 24 / 7 jou sou 7. Sonje pou w li enfòmasyon sou medikaman w pou w konnen kilè ak kouman pou w pran l.

ENPÒTAN

Ou pa bezwen yon referans nan men yon founisè swen prensipal pou w pran yon randevou avèk yon founisè Sante pou Fanm.

Ou kapab jwenn rechaj pou kèk medikaman. Gen twa (3) fason ou kapab mande pou rechaj:

1. Ale nan famasi nan nenpòt etablisman NYC Health + Hospitals epi mande yo pou yo rele founisè swen prensipal ou a.
2. Si w gen yon kont sou MyChart, konekte ladan l epi mande pou yon rechaj.
3. Rele Sant Apèl NYC Care a nan 1-646-NYC-CARE (1-646-692-2273).

Vizyon

Oftalmològ nou yo (doktè je) kapab egzamine je w epi ba w preskripsyon pou linèt. Jwenn yon rekòmandasyon nan men founisè swen prensipal ou a.

Sèvis Sipò yo

Kikote ak kijan w ap viv kapab afekte sante fizik, mantal ak konpòtmantal ou. NYC Care konnen sa, se pou sa li ofri sèvis sipò yo. Travayè sosyal yo nan ekip swen sante w la kapab konekte w ak èd pou lojman gratis, legal, finansye, manje ak nitrisyonèl. Pale ak founisè swen prensipal ou a konsènan sipò sosyal ke NYC Care ofri a.

Sèvis swen sante ki pa garanti

NYC Care pa garanti sèvis sa yo, men w ap ka petèt jwenn yo nan NYC Health + Hospitals:

- Pwosedi kosmetik – a mwens ke w bezwen yo pou yon rezon medikal
- Sèvis dantè – disponib pou manm NYC Care yo ak lòt pasyan ki pa gen asirans atravè NYC H+H Options (yon plan pèman gratis oswa diskont pou rann sèvis swen sante abòdab)
- Enfimyè kalifye oswa swen alontèm
- Swen Ijans ak sejou ospitalye – Medicaid Ijans kapab garanti sèvis sa yo

KÒMAN POU W JWENN AK JERE SWEN OU

Kòman pou w fè yon randevou w yo

Lè w enskri, Sant Apèl NYC Care a ta dwe pwograme premye vizit swen prensipal ou a. Randevou sa ta dwe nan de (2) semèn enskripsyon an.

Si w poko jwenn premye randevou swen prensipal ou a, rele Sant Kontak 24 èdtan NYC Care a nan 1-646-NYC-CARE (1-646-692-2273). Pa gen randevou nan lè pou vizit woutin yo, kidonk w ap bezwen pran yon randevou pou w wè founisè w la. Sant Kontak NYC Care a kapab ede w si w bezwen pran yon randevou touswit.

ENPÒTAN

Si w bezwen chanje osinon anile yon randevou, tanpri rele Sant Kontak NYC Care a pi vit ke posib. Sa pèmèt yon lòt pasyan itilize lè randevou a.

Ou kapab pwograme tout randevou w yo avèk founisè swen prensipal ou a, founisè swen Sante pou Fanm oswa espesyalis ki rekòmande lè w rele Sant Kontak NYC Care a osinon vizite MyChart (verifye pwochen paj la).

Lè w ap pwograme yon randevou, tanpri bay:

- Non ou
- Non founisè swen prensipal ou a
- Nimewo kat manm NYC Care ou a, ki nan devan kat manm ou a

Toujou mache ak kat manm ou a nan tout randevou NYC Care yo.

Konsènan MyChart anliy

MyChart se yon zouti gratis, fasil ak sekirize pou w wè ak jere enfòmasyon sante w anliy nenpòt kilè. Jwenn aksè nan dosye medikal ou a sou pòtay la atravè aplikasyon mobil MyChart osinon sitwèb nan:

- Mande pou randevou avèk founisè swen prensipal ou a, founisè Swen pou Fanm ak Espesyalis ke yo refere yo
- Jwenn rechaj pou medikaman
- Revize rezilta laboratwa w yo epi vizite nòt yo
- Voye mesaj bay founisè swen prensipal ou a ak ekip swen sante a
- Founisè yo kapab tou voye mesaj ba ou konsènan swen sante w – k ap ede w ekonomize tan ak lajan paske w pap bezwen vini an pèsòn

Pou w kreye kont MyChart ou a, gen de (2) opsyon:

1. Pale ak yon manm nan ekip swen sante w la. W ap jwenn yon envitasyon nan imèl ou pou w kreye yon kont.
2. Enskri sou **mychart.nychealthandhospitals.org**

MyChart se yon zouti pou konvnans ou, ki disponib ann Anglè, Panyòl ak Fransè. Ou pa gen pou w itilize MyChart pou w patisipe nan NYC Care.

Mete w prè pou premye randevou w la

Pou w jwenn pi bon swen, founisè swen prensipal ou a bezwen konnen antesedan medikal ou ak objektif sante w.

Tanpri vini ak sila a nan premye randevou w la:

- Tout medikaman sou preskripsyon yo ak nan vant lib (tankou konprime, enjeksyon, inalatè, fèy, sipleman, elatriye.)
- Fòm Adilt Inisyal Antesedan Sante Ou a (ou te resevwa sa pa lapòs avèk kat manm ou an)
- Dosye medikal ou yo (espesyalman dosye vaksinasyon, kolonoskopi osinon rapò mamogram ak rezilta fwoti, elatriye.)
- Direktif preyalab oswa fòm pwokirasyon pou swen sante
- Kesyon konsènan sante w oswa medikaman

FAKTIRASYON AK FRÈ

Sèvis sante NYC Care yo disponib nan yon tarif diskont ki baze sou gwosè fanmi w ak revni. Jwenn yon lis frè pou sèvis ki komen yo nan do kat manm NYC Care ou a osinon nan tablo nan pwochen paj la.

Si revni fanmi w piwo pase limit pou gwosè fanmi nan tablo a, bòdwo w la ap baze sou tarif pèman pèsonèl pou swen ki resevwa a. Plan pèman ka petèt disponib.

Kòman pou w peye

NYC Care ankouraje w peye frè yo nan lè w resevwa sèvis swen sante yo. Ou kapab peye avèk lajan kach, kat kredi osinon kat debi. Si w pa ka peye, NYC Care ap voye bòdwo a pou ou lakay ou pa lapòs.

Si w resevwa yon bòdwo ke w pa ka peye, rele Sant Kontak NYC Care a pou w diskite opsyon w yo.

Enpòtan: Lè w enskri nan NYC Care, diskont yo baze sou gwosè fanmi w ak revni w kapab aplike sou bòdwo NYC Health + Hospitals anvan yo.

RÈGLEMAN AK PWOSEDI YO

Deklarasyon Dwa Pasyan yo

Antanke pasyan nan yon klinik nan Eta New York, ou gen dwa pou, annakò avèk lalwa, pou:

1. Konprann ak itilize dwa sa yo. Si pou nenpòt rezon ou pa konprann osinon ou bezwen èd, lopital la DWE ba w asistans, sa ki gen ladan l yon entèprèt.
2. Resevwa tretman san diskriminasyon tankou ras, koulè, relijyon, sèks, idantite seksyèl, orijin nasyonal, andikap, oryantasyon seksyèl, laj oswa sous pèman an.
3. Resevwa swen konsiderab ak respè nan yon anviwònman ki pwòp epi ki san danje ki pa gen kontrent ki pa nesesè.
4. Resevwa swen ijans si w bezwen l.
5. Konnen non ak pozisyon doktè ki pral responsab swen w nan lopital la.
6. Konnen non yo, pozisyon ak fonksyon nenpòt anplwaye lopital la ki patisipe nan swen w epi ki refize tretman, egzamen oswa obsèvasyon yo.

FRÈ W POU JWENN AKSÈ AK SWEN

Etap 1

Chache konnen gwosè fanmi w (tanpri enkli tout adilt ak timoun k ap viv nan menm kay avè w).

Etap 2

Chache konnen revni fanmi w (montan ke w touche nan yon ane) nan youn nan nivo yo.

Etap 3

Swiv kolòn ki anba nan tablo a pou w wè ki kantite ou ka atann pou w peye dapre kantite moun ki lakay ou ak revni w pou vizit nan klinik, vizit nan sal ijans, sejou nan lopital la ak plis ankò.

Nivo Povrete Federal (FPL)	100% FPL	101 - 125% FPL		126 - 150% FPL		151 - 200% FPL		201 - 250% FPL		251 - 300% FPL		301 - 350% FPL		351 - 500% FPL	
Gwosè Fanmi	Mwens ke	Plis ke	Mwens ke	Plis ke	Mwens ke	Plis ke	Mwens ke	Plis ke	Mwens ke	Plis ke	Mwens ke	Plis ke	Mwens ke	Plis ke	Mwens ke
1	$12,490	$12,491	$15,613	$15,614	$18,735	$18,736	$24,980	$24,981	$31,225	$31,226	$37,470	$37,471	$43,715	$43,716	$62,450
2	$16,910	$16,911	$21,138	$21,139	$25,365	$25,366	$33,820	$33,821	$42,275	$42,276	$50,730	$50,731	$59,185	$59,186	$84,550
3	$21,330	$21,331	$26,663	$26,664	$31,995	$31,996	$42,660	$42,661	$53,325	$53,326	$63,990	$63,991	$74,655	$74,656	$106,650
4	$25,750	$25,751	$32,188	$32,189	$38,625	$38,626	$51,500	$51,501	$64,375	$64,376	$77,250	$77,251	$90,125	$90,126	$128,750
5	$30,170	$30,171	$37,713	$37,714	$45,255	$45,256	$60,340	$60,341	$75,425	$75,426	$90,510	$90,511	$105,595	$105,596	$150,850
6	$34,590	$34,591	$43,238	$43,239	$51,885	$51,886	$69,180	$69,181	$86,475	$86,476	$103,770	$103,771	$121,065	$121,066	$172,950
7	$39,010	$39,011	$48,763	$48,764	$58,515	$58,516	$78,020	$78,021	$97,525	$97,526	$117,030	$117,031	$136,535	$136,536	$195,050
Vizit Klinik pou Adilt	$0	$2		$3		$20		$30		$40		$50		$50	
Vizit Klinik pou Timoun oswa Fanm Ansent	$0	$0		$0		$20		$30		$40		$50		$50	
Vizit Klinik pou Sante Konpòtmantal	$0	$0		$0		$15		$30		$40		$50		$50	
Vizit Sal Ijans pou Adilt	$0	$3		$3		$75		$80		$100		$120		$120	
Vizit Sal Ijans pou Timoun oswa Fanm Ansent	$0	$0		$0		$75		$80		$100		$120		$120	
Preskripsyon Medikaman (frè pa preskripsyon)	$2	$2		$2		$6		$10		$14		$18		$18	
Operasyon Anbilatwa oswa Tès MRI	$0	$15		$25		$150		$300		$450		$550		$650	
Sejou Ospitalye*	$0	$25		$25		$150		$400		$900		$1500		$1500	
Ko-pèman ak Dediktib	$0	$0		$0		$0		$10		$12		$18		$22	

Frè pou pasyan avèk revni fanmi ki plis ke sa ki anwo a ap chaje baze sou tarif pèman pèsonèl NYC Health + Hospitals la.
*Frè adisyonèl kapab chaje si ekonomi yo plis ke $8,000

7. Idantifye yon moun k ap bay swen ki pral enkli nan planifikasyon egzeyat ou ak pataje enfòmasyon apre swen egzeyat la oswa enstriksyon.
8. Resevwa enfòmasyon konplè konsènan dyagnosis, tretman ak pwonostik.
9. Jwenn tout enfòmasyon w bezwen pou w bay konsantman eklere pou nenpòt pwosedi oswa tretman yo pwopoze. Enfòmasyon sa ap gen ladan risk ki posib ak benefis nan pwosedi a oswa tretman an.
10. Jwenn tout enfòmasyon w bezwen pou w bay konsantman eklere pou yon lòd de non-reyanimasyon. Ou gen dwa tou pou w deziyen yon moun pou bay konsantman sa a nan plas ou si w twò malad pou w fè sa. Si w ta renmen gen plis enfòmasyon, tanpri mande pou yon kopi ti liv la "Deside Sou Swen Sante -- Yon Gid pou Pasyan ak Fanmi yo."
11. Refize tretman an epi fè yo di w ki efè sa ka genyen sou sante w.
12. Refize patisipe nan rechèch. Pandan w ap deside si w ap patisipe ou pa nan etid larechèch, ou gen dwa pou jwenn yon esplikasyon konplè.
13. Enfòmasyon prive pandan w nan lopital la ak konfidansyalite tout enfòmasyon ak dosye konsènan swen w lan.
14. Patisipe nan tout desizyon sou tretman w ak egzeyat ou nan lopital la. Lopital la dwe ba ou yon plan egzeyat alekri ak deskripsyon alekri sou kouman ou kapab konteste egzeyat ou a.
15. Gade dosye medikal ou san w pa peye epi jwenn yon kopi dosye medikal ou a pou sa lopital la kapab fè w peye yon frè rezonab. Yo pa kapab refize ba w yon kopi sèlman paske w pa kapab peye.
16. Resevwa yon bòdwo detaye ak eksplikasyon sou tout frè yo.
17. Verifye yon lis frè estanda lopital la pou atik ak sèvis ak plan sante yo ke lopital la patisipe.
18. Konteste yon bòdwo ou pa t atann nan pwosesis Rezolisyon Dispit Endepandan an.
19. Pote plent san w pa bezwen pè vanjans sou swen ak sèvis w ap resevwa yo epi fè lopital la reponn ou (ak si w mande li, yon repons alekri). Si w pa satisfè ak repons lopital la, ou ka pote plent bay Depatman Sante Eta New York. Lopital la dwe ba w nimewo telefòn Depatman Sante Eta New York.

20. Bay otorizasyon pou manm fanmi w ak lòt adilt ki pral gen priyorite pou vizit, selon kapasite w pou resevwa vizitè.

21. Fè konnen volonte w sou kesyon don ògàn. Moun ki gen 16 zan oswa plis kapab dokimante konsantman yo pou fè don ògàn yo, je ak/oswa tisi yo, apre lanmò yo, lè w enskri nan New York State Donate Life Registry oswa lè w dokimante otorizasyon yo pou ògàn ak/oswa don tisi alekri nan yon kantite fason (tankou yon prokirasyon pou swen sante, volonte, kat donatè oswa lòt papye ki siyen). Pwokirasyon pou swen sante a disponib nan lopital la.

Lwa sou Sante Piblik (PHL) 2803 (1)(g) Dwa Pasyan yo, 10NYCRR, 405.7,405.7(a)(1), 405.7(c)

Anplisdesa, NYC Health + Hospitals angaje nan konfòmite avèk Lwa sou Dwa Imen nan Vil New York ki deklare ke li ilegal pou fè diskriminasyon sou labaz sèks aktyèl oswa yo panse yon moun genyen, ki gen ladann "idantite seksyèl, imaj pwòp tèt ou, aparans, konpòtman yon moun oswa ekspresyon, "si wi ou non diferan de "ki tradisyonèlman asosye ak sèks legal ki asiyen ak moun sa a nan nesans li."

Kòd Administratif Vil New York Tit 8

Kòman pou w soumèt fidbak (kòmantè) bay NYC Care

Nou vle ke vizit ou nan etablisman NYC Health + Hospitals yo agreyab ak an sekirite. NYC Care akeyi opòtinite pou adrese enkyetid ou yo. Tanpri rele Sant Kontak NYC Care a osinon vizite sitwèb nou:
nychealthandhospitals.org/patient-guest-relations

Konfidansyalite Enfòmasyon yo

Tout enfòmasyon konsènan swen ak tretman w konsève nan konfidansyalite annakò avèk lalwa. Pou plis enfòmasyon konsènan Konfidansyalite ak avi sou Vi Prive Pasyan nou yo, tanpri vizite sitwèb nou an nan:
nychealthandhospitals.org/patient-privacy-notice

KONSÈNAN NYC HEALTH + HOSPITALS

- NYC Health + Hospitals se pi gwo sistèm swen sante piblik Ozetazini. Chak ane, nou bay sèvis esansyèl ospitalizasyon, konsiltasyon ekstèn e a domisil a plis ke 1 milyon abitan Vil Nouyòk nan plis ke 70 kote ki repati nan senk (5) awondisman vil la.
- 11 lopital nou yo nan swen sante kout dire ofri swen wo nivo nan twomatoloji, plizyè douzèn espesyalite pou pasyan ki ospitalize yo ak sèvis sante mantal - ki fè kominote yo an sante nan yon rezo ki fò nan sèvis swen sante lopital ki baze sou sèvis swen prensipal pou timoun ak adilt. Lopital nou yo te resevwa anpil deziyasyon espesyal pou bon swen bon kalite epi ki sansib pou kilti moun ki gen ladann Lidè Ekite nan swen Sante LGBTQ, Zanmi Tibebe, Dòmi an Sekirite ak klasman wo nivo pa US News and World Report.
- Mendèv divès nou an konsantre espesyalman sou ranfòsman Vil Nouyòks yo, san okenn eksepsyon, pou yo viv an bòn sante.

MISYON AK VALÈ NYC HEALTH + HOSPITALS

NyC Health + Hospitals angaje l pou l eksele nan swen sante. Founisè nou yo travay ansanm pou ofri swen konplè, pèsonalize ak tout Vil Nouyòk yo.

Misyon

Misyon NYC Health + Hospitals se bay bon jan kalite sèvis sante avèk konpasyon, diyite epi respè pou tout moun, san eksepsyon.

Vizyon

Vizyon NYC Health + Hospitals se yon sistèm sante konplètman entegre ki pèmèt Vil Nouyòk yo viv an bòn sante.

Valè Nou yo

NYC Health + Hospitals etabli estanda ICARE a pou tout anplwaye nou yo. L ap ede nou ofri pasyan nou yo yon eksperyans ki pi bon anba swen nou yo epi l ap ogmante konsyans anplwaye yo pou vin pi angaje avèk misyon ak vizyon òganizasyon an.

Onètete. Pwoteje Tout Moun
Konpasyon. Pasyan yo gen la Priyorite
Responsab. Jere Resous yo
Respè. Travay Ansanm
Ekselans. Pouswiv Ekselans. Kontinye Aprann